



UTAH OPS
& **GOLDRATT CONSULTING**

USU Quality Workforce Initiative for Student Success

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Utah State University

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Utah State University Land Grant Mission

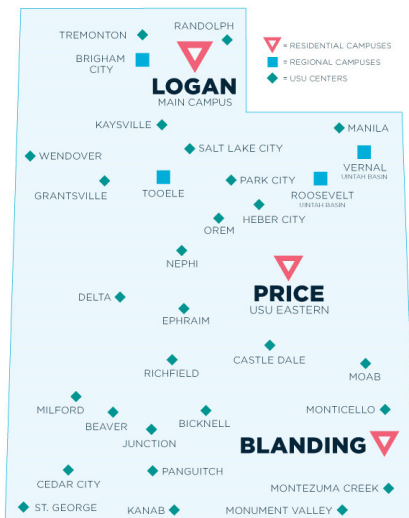
Learning • Discovery • Engagement

- Academics come first
- Hands-on research from Utah deserts to space
- Enhancing human capital for urban and rural communities

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Aggies are Everywhere

No matter where you attend,
your diploma will have the
same three, renowned words:
Utah State University



USU Provides Regional Access to Education

16,000+

**STUDENTS HAVE ATTENDED
USU OUTSIDE OF LOGAN**

(Since 2008)

UtahStateUniversity®

Designing the Quality Workforce Initiative for Student Success

Division of Student Affairs

- Student Orientation & Transition Services
- Student Retention & Completion
- Student Support Services
- Financial Aid
- Registrar's Office

Advising

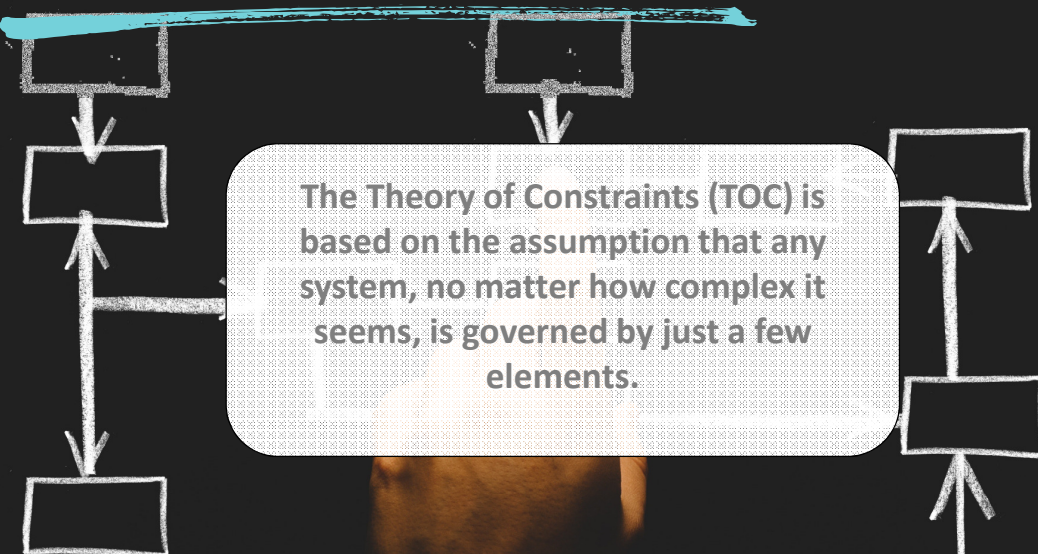
- Academic advising
- Peer advising

Academic & Instructional Services

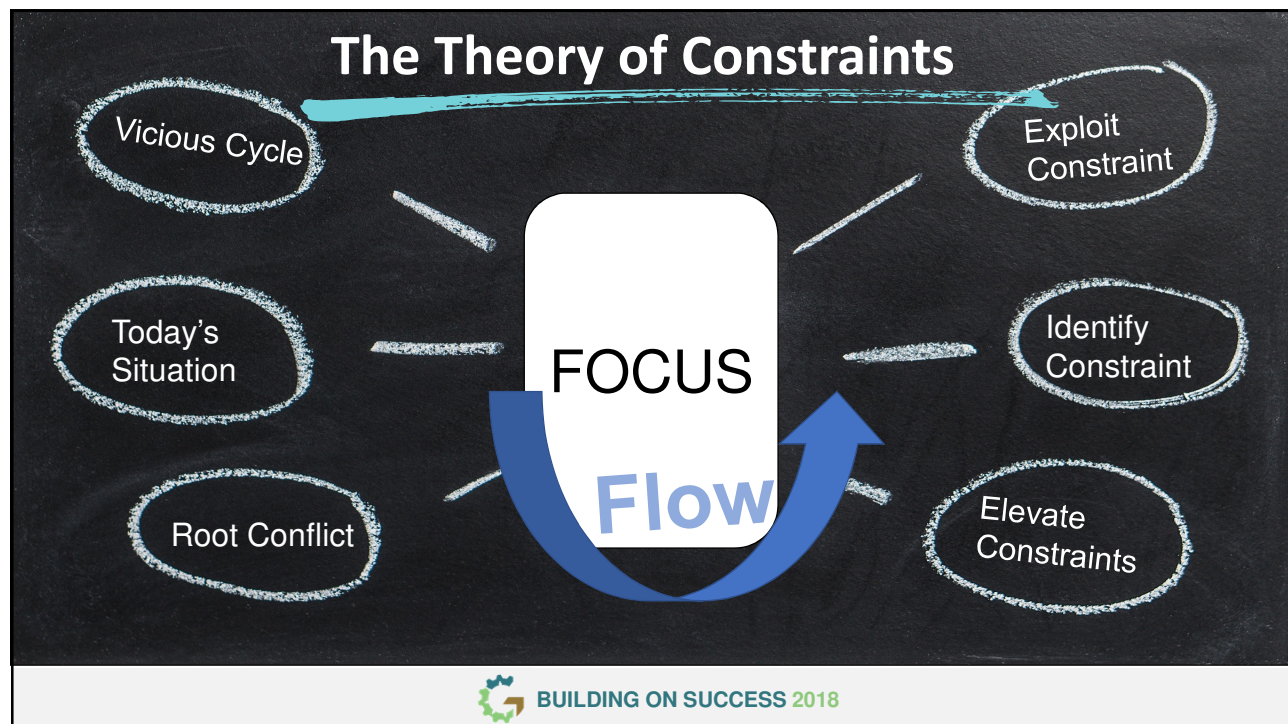
Office of Analysis, Assessment and Accreditation




The Theory of Constraints



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Identifying a Vicious Cycle: Student Retention



Historical Retention Rates

(First-time, Full-time, 4-yr Degree Cohorts)

1 yr	72%
2 yr	60%

“Once students are accepted, an institution has the responsibility to support their potential success through graduation.”

- Vincent Tinto

Tinto, V. (2012). Completing college: Rethinking institutional action. University of Chicago Press.

Identifying a Vicious Cycle: Student Retention

Historical Retention Rates

First Generation Students

(within First-time, Full-time, 4-yr Degree Cohorts)

1 yr	62%
2 yr	51%

First-Generation USU students have an approximate 10 percentage-point gap in retention than their counterparts.



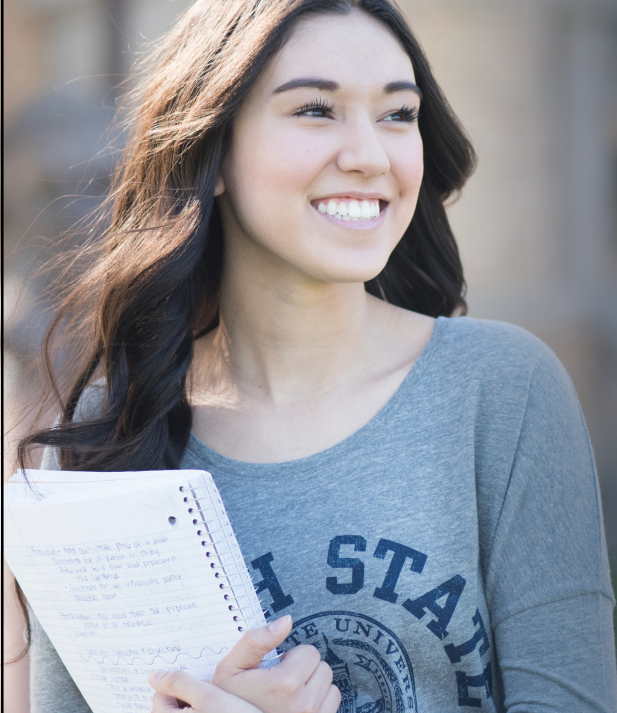
Equalizing Student Retention Rates



Goal for First Generation Students

	First Gen Students	Target Goal = Counterparts
1yr	62%	72%
2yr	51%	60%

Initiative Goal: Equalize retention rates of first generation students with their undergraduate peers.



Who are First Generation Students?

- Neither parents/guardians have a degree
- They desire to obtain a degree

"There has to be this pioneer, the individual who has the courage, the ambition to overcome the obstacles that always develop when one tries to do something worthwhile, especially when it is new and different."

- Alfred P. Sloan

Breaking the Vicious Cycle through Intentionality

The USU Quality Workforce Initiative for Student Success is designed to identify intentionality.

Intentionality means doing things for a reason.

Intentional students will constantly think about the outcomes they want for their own personal and academic success.



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Initiative: Aggie First Scholars

- Program for first-time and **first-generation** students.
- Aligns student **expectations** of themselves and higher education with USU's **purpose** of higher education.
- **Enacting** on students **before** they begin school, and **during** their **first two semesters**.
- Has a goal of **retention** to the **third semester**.



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Aggie First Scholars Pilot

2018-19 Aggie First Scholars Pilot

- **647 students** on the Logan Main Campus

Additional Aggie First Scholar Activities

- Required **completion** of online Orientation modules.
- Additional targeted **nudges** to students.
- **Peer Mentor** monthly meetings.
- Assigned to a **specialized advisor**.
- Attend **Strategies for Academic Success** courses.
- Create a **degree plan**.



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Evaluating Progress of Aggie First Scholars

Behaviors of Intentionality are monitored throughout the pilot.

Has the student:

1. Filled out a FAFSA form?
2. Met with an advisor?
3. Completed Orientation modules?
4. Registered as a full-time student?
 - Registered for Math, Connections, English, and Academic Success Courses.
5. Completed Math (ALEKS) assessments?
6. Selected a degree plan in Degree Works?
7. Registered and paid tuition and fees?
8. Met with their Peer Mentor?



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Aggie First Scholars Pilot Milestones

Feb-June: Online Student Orientation Modules

- Preparing students for Registration, Financial Aid, Advising Counseling...

Aug: Orientation Modules and Connections

- Getting prepared to live as a student.
- What it means to become a learner.

Sep-Oct: Orientation and Module and Connections

- Learning essentials, campus safety, mental health resources...
- Meet with an advisor

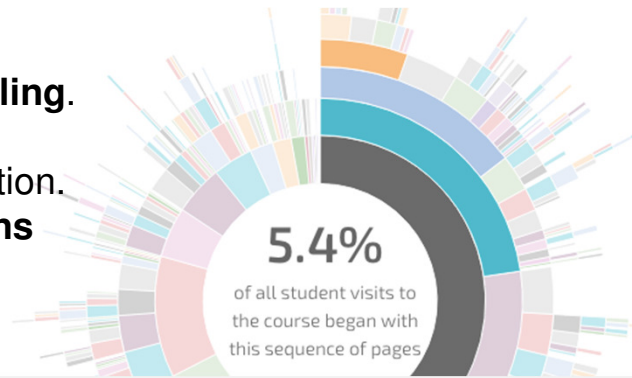


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Infrastructure of Student Analytics

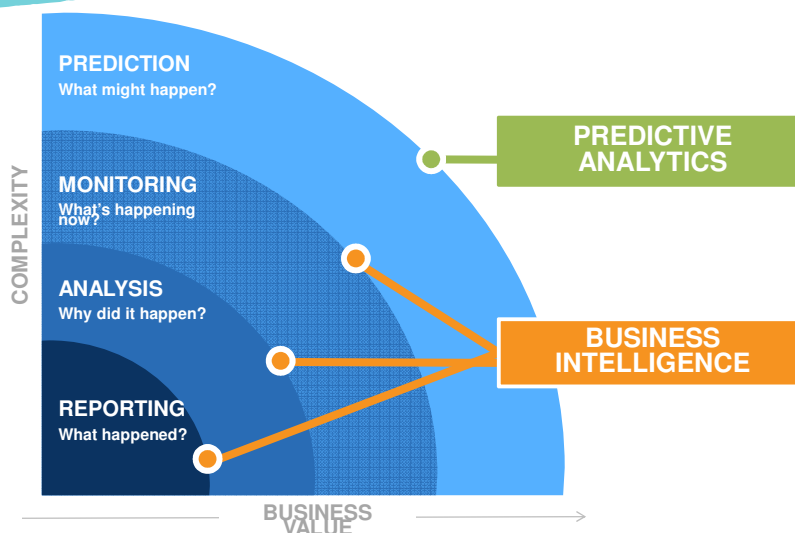
- Individual **Protection** through **Data Governance**.
- **Access** to Systems of Record.
- Integrated and Normalized **Data**.
- Descriptive and Predictive **Modeling**.
- Data **Visualizations**.
- **Action-oriented** Data Interpretation.
- **Personalized Recommendations**



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Reporting & Analytics



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Evaluation Methods: Quasi Experimental Design

- **No Harm** to Students.
- Requires access to **historical data**.
- **Isolates** the Activity from confounding variables.
- Measures impacts on student **persistence**.



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Aggie First Scholars Action Team

Division of Student Affairs

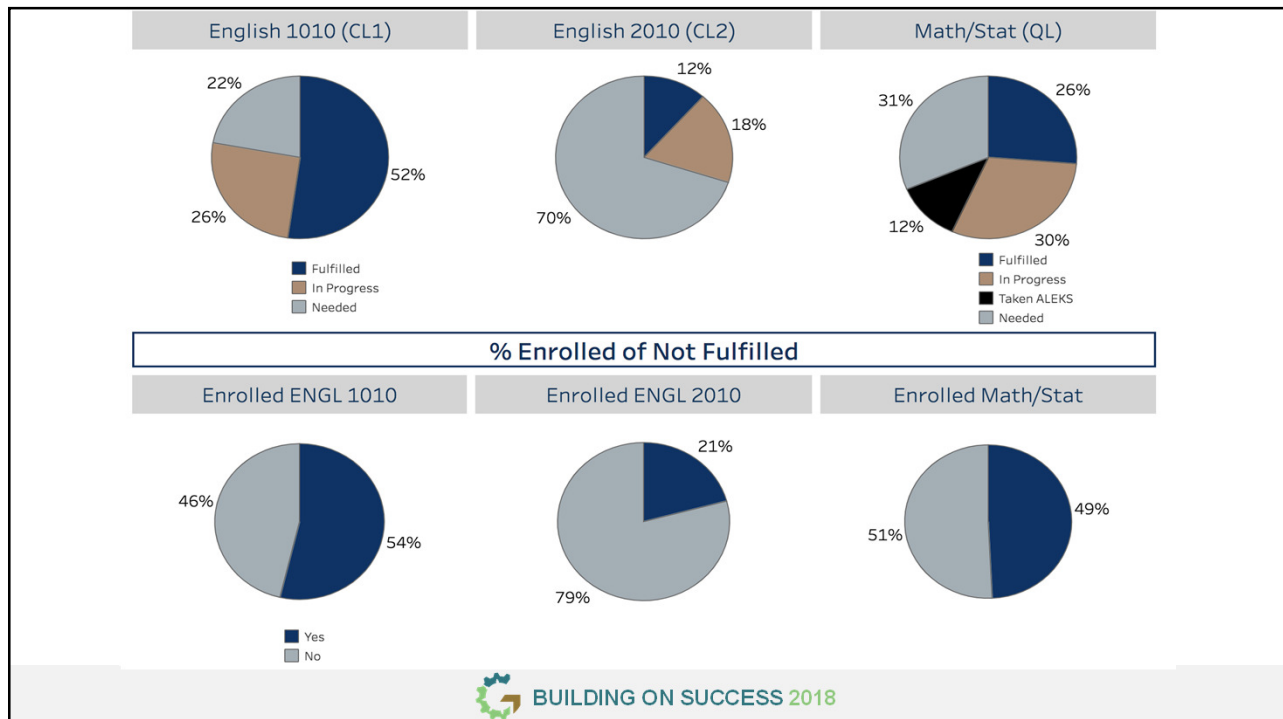
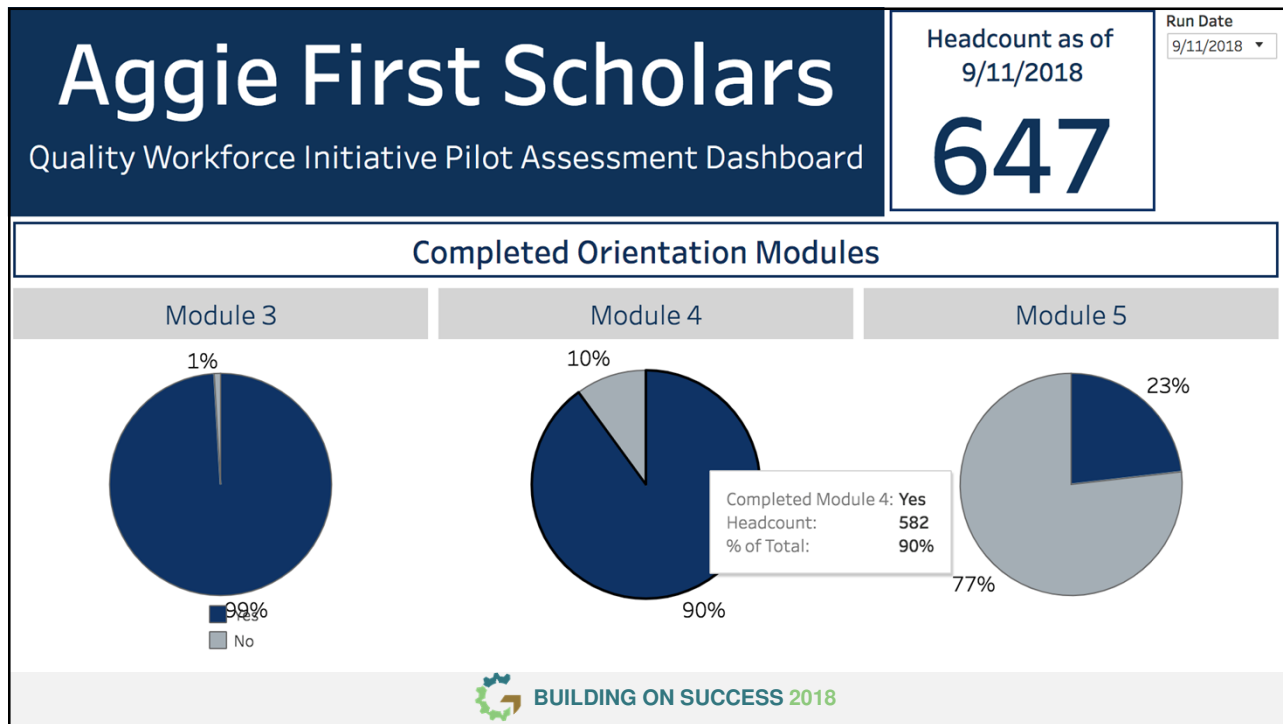
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- Student Support Services
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- Registrar's Office

Advising

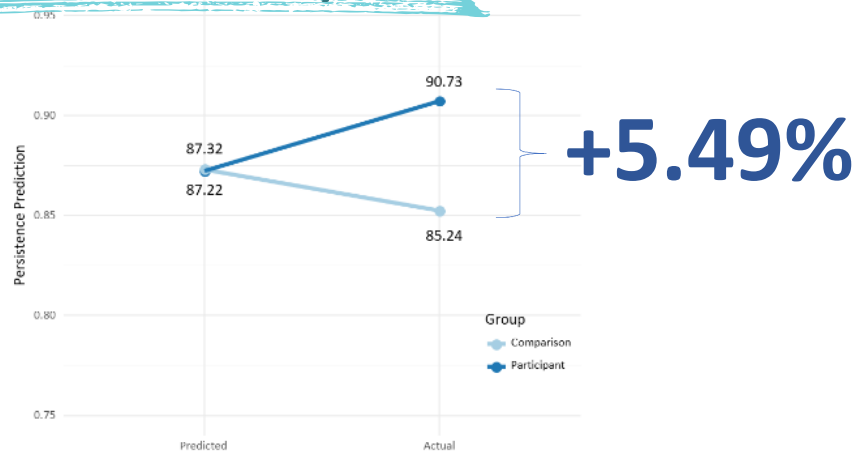
- Academic advising
- Peer advising

Academic & Instructional Services

Office of Analysis,
Assessment and Accreditation



Quasi Experimental Design for Activities *Example*



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Aggie First Scholar Peer Mentorship

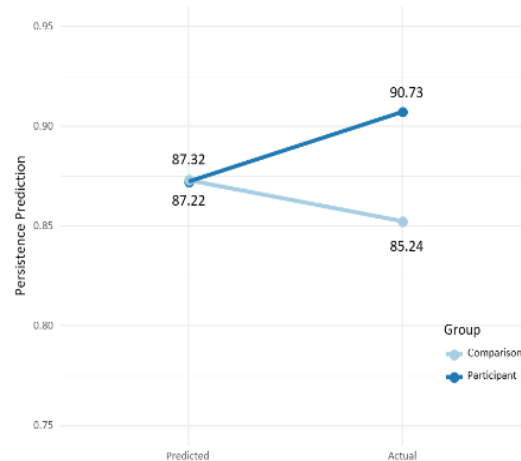


- Peer mentors are *first-generation* students.
- 3-4 students per mentor.
- *Monthly* meetings.
- Goal of *retaining* mentors to graduation.



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Aggie First Scholar Peer Mentorship Evaluation Example



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Aggie First Scholar Pilot

Full-Kit = Intentionality to Persist

Activities

- **Targeted** outreach to First Scholar students.
- **Personalized advising** for First Scholar students.
- **Commitment** to a degree plan.

Evaluation

- **Personalized** evaluation begins at admissions to second term with **actionable interventions**.
- **Timely** program evaluation of initiative activities.
- Degree planning and **readjusting**.



